

# The Seafarer

Volume 3, Issue 3

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## Oxygen Cylinders

Oxygen USP 95G (NSN 6505-00-132-5181) is not stocked at FISC or DDNV. Please, do not submit requisitions for Bearer Walk-Throughs. Submit your requisitions (MIL-STRIP) through the



normal supply channels. Defense Supply Center, Philadelphia (S9M) has the COG on this item and it is currently stocked at the Defense Supply Center (DSC) in Richmond, Va.

Empty oxygen cylinders are recyclable and must be sent to Defense Supply Center, Richmond, Va. The empty cylinder can be taken to Bldg. X218 accompanied by a completed form DD1149.

### Shipping address:

Director, Distribution  
Stock Maintenance  
DIV.-M Attn: Maintenance  
Division Warehouse 64  
8000 Jefferson Davis  
Highway Richmond, VA  
23297-5000

## Changes to SPV Operations (Stores)

On November 1, 1999, Prime Vendor support for Norfolk area ships under went some positive changes. The Defense Supply Center Philadelphia (DSCP) converted the present Subsistence Prime Vendor (SPV) system to a new system called SUBSISTENCE TOTAL ORDER RECEIPT ELECTRONIC SYSTEM (STORES). This new system will give customers the ability to order all subsistence needs through one system. There will no longer be the need to



call market-ready vendors for dairy and general bakery support. Products supplied by these vendors can now be ordered through the automated record keeping system of Food Service Management (FSM) utilizing STORES. Customers no longer need to complete an 1155 for market ready-support, as payments for these supplies will be made for them.

It will be necessary to make some adjustments to the system used in Norfolk. Currently, FSM for ships is set for SPV. To make the conversion to STORES complete the following steps:

- From systems directory, select option 9 (utility mode)
- select option "C" (prime vendor maintenance)
- select option "1" (contract maintenance)
- Press "F6" and select the type of prime vendor interface that is used by your activity

(change from SPVI to STORES). Press the enter key.

These are the only FSM system adjustments that need to be made.

The only market ready support that will not be ordered, as you complete other prime vendor support, is daily pastry deliveries (doughnuts). A standing orders template has been established in STORES to accommodate this process. It will allow the STORES operator to set up an order schedule for a particular time for every ship. Here is the information and procedures needed to order the following list of pastry items available:

- 8920-01-E11-2296 doughnuts, cake style, plain 24/CO
- 8920-01-E11-3179 doughnuts, glazed, 24/CO
- 8920-01-E11-3180 doughnuts, glazed, white cream filled 24/CO
- 8920-01-E11-3187 doughnuts, iced w/chocolate 24/CO
- 8920-01-E11-3188 doughnuts, powdered 24/CO
- 8920-01-E11-3189 doughnuts, cinnamon 24/CO
- 8920-01-E11-3232 doughnuts, glazed, lemon filled 24/CO



- 8920-01-E11-3233 doughnuts, glazed, raspberry filled 24/CO

Unit of issue on all of the above items is DZ, however, you must order in increments of 2 DZ.

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## PROPERTY TIPS:

- Don't display gifts where they can be seen from the outside.
- Store gifts away before leaving the house or taking a trip.
- Close drapes or blinds even during short trips.
- Put inside/outside lights on timers when home is unattended. (keep home from looking abandoned)
- Install additional locks on French doors.
- Alert your neighbors to fact that you're going to be away from home.
- Make sure trash and debris doesn't pile up, make sure grass remains trimmed.



## FISC Norfolk Habitability Services

The FISC Norfolk Habitability Division was established in November 1986 for the purpose of providing direct technical assistance to the newly formed NAVSEACENLANT self-help program. However, the mission has expanded significantly over the years.

Today, the Habitability Division reviews all afloat habitability requirements to ensure only shipboard approved materials and services are purchased. The result has been a marked decrease in shipboard discrepancies noted during Navy Shipboard Inspection Surveys (INSERV) and a safer Fleet. The Habitability Division is recognized by afloat customers as a center of excellence for obtaining assistance and consultation support on planning habitability projects, developing specifications and evaluating the quality of work performed on the waterfront.

FISC Norfolk's Habitability Division has an excellent track record for keeping contract cost to a bare minimum. Rarely, if ever, is a change order issued, thus reducing the cost of doing business. With the advent of Navy downsizing, this makes good sense.

**For more information about the Fleet and Industrial Supply Center Habitability Division call (757) 445-1444.**

- The FISC Norfolk Habitability Division is available to help Fleet units plan and execute shipboard habitability requirements in the following ways:
- Develop time lines for work completion.
- Help identify needs.
- Provide specification from previously awarded contracts for work similar to that desired to serve as a guide for new specification. If time and resources permit, we can sometimes write specifications for ships.
- Benefits of using FISC Norfolk Habitability Division:
- Saving the ship time and money.
- Expediting procurement actions.
- Ensuring Quality-of-Life issues are not overlooked in the planning process.
- FISC's Habitability Division serves as a technical consultant for supply officer in communicating acquisition and technical project requirements to Commanding Officers or Type Commanders. Habitability provides the following expertise and assistance:
- Naval architect assistance to identify shipboard approved materials and equipment recommended for specific living spaces
- Sketches reflecting doors, drawers, etc. with appropriate dimensions
- Provide explanations for certain material and furniture not approved for shipboard use with supporting documentation
- Identify alternatives for non-approved items and present to the Commanding Officer for consideration if required by the Supply Officer
- Assists the ship in obtaining higher level approvals from NAVSURWARCEN and NAVSEA for new items not in shipboard approved catalogs
- Assist in developing cost estimates for habitability work furniture, and food service items.
- Provide guidance and assistance in drafting required sole source or urgency justifications relative to procurement
- Conduct pre-award ship checks to ensure all contractors are bidding on the same work and understand the work to be performed
- The Habitability Division also provides post award administration and management of contract during performance, including:
- Performance on-site inspections of the contractor's work to ensure the ship gets what it is paying for and ensure work is progressing on schedule.
- Serving as point of contact for any habitability contract related problems

# Pier Sweep Instructions

As a result of the amount of Hazardous Material (HM) flowing into the Re-Use Store that cannot be brokered due to the condition of the material or expired shelf life, the following restrictions have been put into place

- No photographic chemicals will be accepted.
- No 8030/8040 series material that has an expired shelf life will be accepted.
- No open containers will be accepted.
- No containers with excessive rust will be accepted.
- No leaking or severely dented cans will be accepted.
- No MEKP products will be accepted.
- No open purchase items will be accepted without a MFG specific MSDS is also provided.
- No oxidizers will be accepted.
- No corrosives will be accepted except for cleaning agents and dishwashing detergents.
- No X2 or X3 chemicals will be accepted regardless of shelf life.
- No medical items will be accepted. Refer all medical items to DRMO.

**In addition to the above regulations the following specific rules apply.**

- All HM will be inspected by the pier sweep team before being authorized for shipment.
- Small quantities of HM (one or two) in small containers (pints or less) will not be accepted. These items cost more to manage than the cost of disposal.

For your convenience a truck will be provided to off load excess hazardous material (less than four pallets) at the following times and locations:

MONDAY THRU FRIDAY

0800-0915 - PIERS 5 AND 11

1030-1115 - PIERS 22 AND 24

For all questions regarding PIER SWEEPS please call Mrs. Mary Toler at 444-4789





# FISC & DDNV Joint Customer Support

The standup of the Joint Supply Support Center (JSSC) on 15 September 1999 marked an important event in the continuing partnership between the Defense Distribution Depot Norfolk, Virginia (DDNV) and the Fleet and Industrial Supply Center Norfolk, Virginia (FISC NORVA). The evolution of these two organizations over the past seven years has brought them together again with the standup of the JSSC.

Before the standup of the JSSC, the two organizations separately offered several supply support services to local area customers:

- If a customer had an urgent material requirement to fill, they went to FISC NORVA's Customer Service operation. The customer provided the requisition information to the Customer Service representative. That information was put into FISC NORVA's U2 system and the requisition crossed an electronic bridge to DLA's Distribution Standard System (DSS). The material was picked from a DDNV warehouse and then brought to FISC NORVA's Customer Service operation. A Customer Service representative then turned the material over to the customer.
- For material exchanges, returns and RODs, the customer also brought the material to FISC NORVA's Customer Service operation. The customer service representative had the customer fill out the required paperwork and then turned the material and the paperwork over to one of DDNV's inventory specialists to process the material.
- Customers with a transshipment requirement went to DDNV's Transportation Office to have their material shipped.
- Customer's called FISC's NORVA's Customer Information Center (CIC) for shipping information. The CIC representative contacted DDNV's Transportation Office, got the necessary information and then provided the information to the



customer.

Several problems became obvious over time. First, there was a lot of duplication of effort. Both organizations were performing the same physical distribution functions. FISC NORVA had dedicated trucks delivering to the same customers that DDNV was already shipping to. In fact, at times DDNV and FISC NORVA were even competing for the same customer's dock services because both organizations' deliveries arrived simultaneously. Second, there was unnecessary handing-off of material involved in the processes between DDNV and FISC NORVA, which slowed the process down and sometimes caused material to be misplaced. Third, customers were confused about which activity provided which service.

In June of 1999, FISC NORVA and DDNV jointly developed a combined operation to provide one-stop supply support customer service. The services provided were to be streamlined for the customer's benefit. FISC NORVA oversees the front end of the process by providing their inventory management expertise while DDNV controls the entire back end of the process by managing the physical distribution.

A team comprised of functional experts from both DDNV and FISC NORVA was chartered to re-engineer each of the main processes to be provided by the JSSC (urgent requirements, material returns, transshipments and inquiries). The team went through a step-by-step analysis to address all possible outcomes for each scenario to completely satisfy urgent material requirements.

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As each of the main processes was completed, FISC NORVA and DDNV implemented them, in an incremental manner, as part of the evolving JSSC. Rather than trying to take on too many new processes at one time, one process was implemented at a time. As each process was implemented, the team evaluated how that particular process came on-line and made any necessary corrections. Accomplishments to date:

- DDNV and FISC NORVA co-located both customer service operations into one work area. Customers now have one-stop shopping to get required supply support services.
- Detailed flow charts were developed for each of the main processes. They addressed what actions were required and identified, and who was responsible for those actions. This was the first time since the implementation of DSS where FISC NORVA and DDNV fully documented a joint process. These have become the JSSC's standard operating procedures to use in performing its operations. Everyone has gained a greater understanding of the processes involved.
- The services performed were substantially streamlined to offer the customer improved performance, while being more efficient for both organizations. FISC NORVA's Customer Service has been completely removed from the physical distribution operation of this process. DSS maintains visibility of the material until the material is turned over or shipped to the customer. The material being shipped has proof of shipment and shipment status can be accessed through the Internet via the carrier's web page.

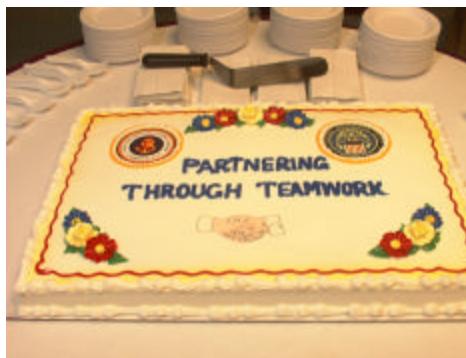
While the general feeling is that the standup of the JSSC has been very successful, there is still a lot of ground to cover to make this operation fully efficient. Such as:

- Refine metrics to measure the performance of the JSSC. The HSSC needs to continue to evaluate the processes and be able to identify weak areas in order to improve performance.
- Continue to remove duplicate physical distribution operations from the process. Currently, fleet expeditors

receive material from DDNV. They turn it right back to the JSSC to transship material out to a fleet unit. Rather than passing this material between organizations, the material will be shipped directly out of the depot as an expedited shipment.

- Establish business rules between the JSSC and FISC NORVA's Customer Information Center (CIC) so the customer hears one unified voice coming from both organizations.

Without question, the first steps in implementing the concept of the JSSC were the toughest. The mindset of how business used to be done had to be broken in order to develop an efficient operation composed of two separate organizations that now work as one. Each organization contributes its organizational core competencies to the operation of the JSSC. From the customer's view point JSSC should be seen as one organization that fills their high priority support requirements.



## Medical Supplies

LT Jackson, FISC'S Medical Liaison Officer recently initiated redistribution of medical excess material. Contact her at 443-1201 for free issue availability.

## Holiday Safety

The holiday season is busy not only for retailers, but also for thieves who prey on shoppers. Make your holiday shopping a safe experience by following these crime-prevention tips.

### SHOPPING TIPS:

- There is safety in numbers. Shop with a friend when possible.
- Don't be shy; ask for help. Ask a security guard to accompany you to your car at night.
- Stay in public places. Don't take shortcuts.
- Don't leave children unattended or let them roam alone.
- Your property isn't worth risking your life. If a robber approaches, cooperate.
- Carry only small amounts of cash.
- Never leave valuables unattended or visible in an empty car.
- Park in well-lighted areas near your destination.
- Have keys in hand when you return to your car.
- Walk in parking lot aisles, not near parked cars.
- Shop before dark if possible.
- Never park in an unlighted lot.
- Always lock your car and roll up the windows.
- Teach your children to go to the store clerk or security guard to ask for help if you become separated.



An order can be established by indicating the amount of each item required and the days to be delivered. Also include the length of time this standing order is required. Make sure to identify the order using the ship's name and UIC. If a standing order must be changed for any reason, contact your STORES operator as soon as possible. A hard copy of the order can taken to the STORES operator, or can E-MAILED, or sent by SALTS separately.

**Example:** USS Enterprise V03365  
8920-01-E11-2296 6 DZ T/W/TH/FR/SA  
NOV 1 through DEC 10

**NOTE:** If pastries are delivered to the ship every day, they must not be order using FSM, since an order would have to be placed every day to accomplish daily delivery. If pastries are only delivered a few times a week, then a decision needs to be made on whether to use a standing order via the STORES operator or order through FSM. Doughnut receipts must be posted manually into FSM.

**POC on your STORES (SPV) operators:**

**OPERATORS**

Joan Brown  
Linda Deaton  
Sherry Garnett  
Margaret West  
Lester Hyden  
Leroy McClan  
Barbara Banks

**PHONE NO#**

(757) 443-1199  
(757) 443-1204  
(757) 443-1202  
(757) 443-1166  
(757) 443-1206  
(757) 462-5145  
(757) 396-3462

**SALTS ADDRESS: FISC NORFOLK SPVI (SPV)**

**EMAIL ADDRESS:**

**SPVI\_NORFOLK@NOR.FISC.NAVY.MIL**

**STORES INFORMATION**

For NOB afloat customers: Subsistence Prime Vendor Division, FISC NORVA, has added another means of facilitating provision orders by the fleet. A generic SPVI E-mail address has been assigned for your convenience in

transmitting provisions orders to STORES:SPVI\_Norfolk @nor.fisc.navy .mil. You can communicate or transmit orders direct to your assigned operator. FSO/MSs please review your order for accuracy. An increasing number of over orders are being received for excessive quantity of elbow macaroni, NSN 8920-01-419-1081, UI BX (20lbs per box); items should be ordered by the box vice the pound.

Do not get caught up in the Holiday rush, plan holiday menu orders as early as possible. This will decrease or eliminate NIS conditions. DSCP released an ALFOODACT MSG, P191344z Oct 99, for peeled, de-veined and breaded shrimp. Please respond accordingly

**As a reminder delaying the off loading of the Primer Vendor delivery vehicle will delay delivery to other vessel on the waterfront, so please be kind.**



## EG&G Logistics Wins new SERVMART Contract

EG&G Logistics, Inc., has won the contract to operate Fleet and Industrial Supply Center (FISC), Norfolk's new "Super SERVMART." The contract is a three year BPA call. The store began operating on November 15.

One of the first functions to be carrier out by EG&G will be a market analysis of Fleet units, naval activities and other potential customers of the new Super SERVMART. Southern Virginia has 281 shore-based Navy commands or activities and 176 ships in the Atlantic Fleet. Other potential customers include several U.S. Army, Air Force, Coast Guard , and federal government agencies in the area.

The new "Super SERVMART" was chosen as a pilot project for Third Party Logistics and not as a result of an A-76 process. "Since the "Super SERVMART" will be a market driven system, customers will shape the operations to represent their vision of how it should work," said an EG&G spokesman.

EG&G Logistics renovated the store, prviously occupied by Uncle Sam's Club. Inventory was greatly expanded from the prvious 1050 product lines to around 5000 items. All items will be available within 24-hours with fast movers available all the time. This new contract with EG&G will help expand the customer base and provide "best value" while streamlining FISC Norfolk's administration of the store.